

Belhedi Amira

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Summary

Gender: Female

Birth Date: 1987

Marital Status: Single

Address: Dubai, UAE

Available to Start: 1 Month

Languages: French (Fluent), English (Fluent), Arabic (Mother tongue)

Experience



Guest services officer-front office

Hyatt Regency Dubai Creek Heights Hotel and Residences

Mar 2015 - Present (6 years 1 month +)

Providing excellent and consistent level of service to our customers and contributing to the smooth and efficient running of the Reception within the Rooms and Residences Department.

Duties and responsibilities:

- Handle room assignment and liaise with housekeeping staff to ensure all rooms are clean, tidy and fully-furnished to accommodate guests' needs prior to the arrival
- Perform all check-in and check-out tasks - individual and groups
- To have full awareness of data entry rules and regulations and the limitations of valid IDs and the information required to be uploaded on the government website
- To enter, update and subsequently remove all guest identifications from the government database within a regular and timely manner as stated in the Standards of Operation
- Arrange personalized services for VIP customers
- Upsell additional facilities and services, when appropriate
- Inform guests about payment methods and verify their credit card data
- Coordinate and supervise the event's setup for wedding, ceremonies
- Maintain updated records of bookings and payments
- Respond to clients' complaints in a timely and professional manner



Order taker in room service

Hyatt Regency Dubai Creek Heights Hotel and Residences

Mar 2015 - Mar 2015 (1 month)

Duties and responsibilities:

- Responsible for answering all telephone calls and prioritizing said calls.
- Follow proper telephone etiquette and departmental policies and procedures
- order taking and order placing process while dealing with guest requests and orders, courteously, efficiently and promptly.

- When a guest orders Room Service, hand write the order with all specific instructions on the appropriate order form
- Follow the order procedures for amenities.
- Maintain a positive work atmosphere by acting and communicating in a manner that enables getting along with guests, vendors, co-workers, and management
- Perform additional duties as requested by the Room Service Manager.



Front Desk Receptionist

Boulevard City Suites Hotel Apartments

Oct 2013 - Mar 2015 (1 year 6 months)

Duties and responsibilities:

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing



French Teacher

Ecole Primaire La Tulipe

Sep 2011 - Oct 2013 (2 years 2 months)

Duties and responsibilities:

- Assessing the capabilities of the students and developing appropriate lesson plans and curricula.
- Pronouncing words and phrases and explaining their meanings to students.
- Conducting research to develop appropriate learning materials, language games, and other teaching aids.
- Using both in-class activities and online resources and platforms to create a blended learning environment.
- Teaching the various tiers of French to students.
- Developing and grading informal and formal written and oral assessments.
- Scheduling feedback sessions with students and providing extra support or enrichment activities as required.
- Making recommendations to students for further learning and development.
- Organizing conversational classes and fun events where students can engage with French culture.
- Updating records and handling various administrative duties.

Education



University of literatures & arts and humanities of Manouba

Licentiate degree, French Language and Literature

Sep 2006 - Jul 2012

Graduated French teacher

Licenses & Certifications



Teacher Of French - University of literatures & arts and humanities of Manouba

Skills

Teaching • Microsoft Office • Public Speaking • Research • Curriculum Design • Customer Service • Curriculum Development • Microsoft Excel • PowerPoint • Higher Education